



# TRICARE Consumer Watch

Europe Reporting Period July 2001 to June 2002

Europe: Sample size - 3,259 Response rate - 15.9%

MHS: Sample size - 45,000 Response rate - 29.6%

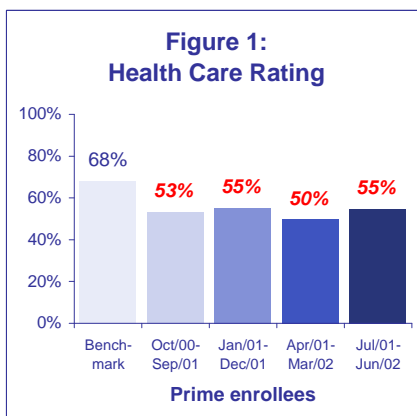
## Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE Prime enrollees in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB)<sup>1</sup>. The HCSDB uses questions from the Consumer Assessment of Health Plans Survey (CAHPS)<sup>2</sup>, a survey designed to help consumers choose among health plans. Every quarter, a representative sample of TRICARE beneficiaries are asked about their care in the last 12 months and the results are adjusted for age and health status and reported in this publication. In addition, each quarter, Consumer Watch includes a special report on a different topic. The special report for this quarter focuses on TRICARE users' behavioral health.

Scores are compared with averages taken from the 2001 National CAHPS Benchmarking Database (NCBD)<sup>3</sup>, which contains results from surveys given to beneficiaries by civilian health plans.

## Health Care

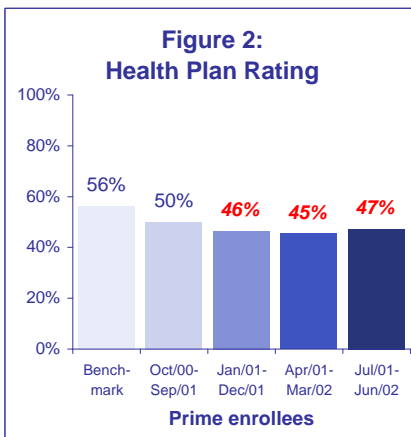
Prime enrollees were asked to rate their healthcare from 0 to 10, where 0 is worst and 10 is best. Figure 1 shows the percentage who rated their healthcare 8 or above for the current reporting period July 2001 to June 2002, and each of the 3 previous 12-month periods. Numbers in red italics are significantly different from the benchmark ( $p < .05$ ).



## Health Plan

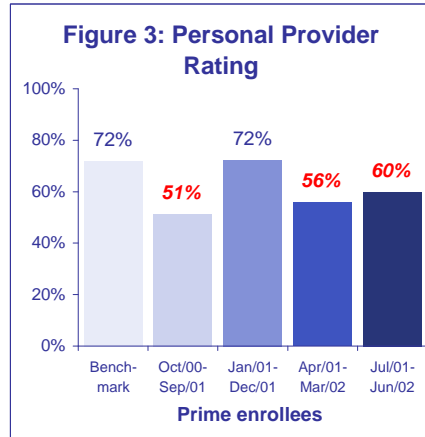
Prime enrollees were asked to rate their health plan from 0 to 10, where 0 is worst

and 10 is best. Figure 2 shows the percentage who rated their plan 8 or above for each reporting period.



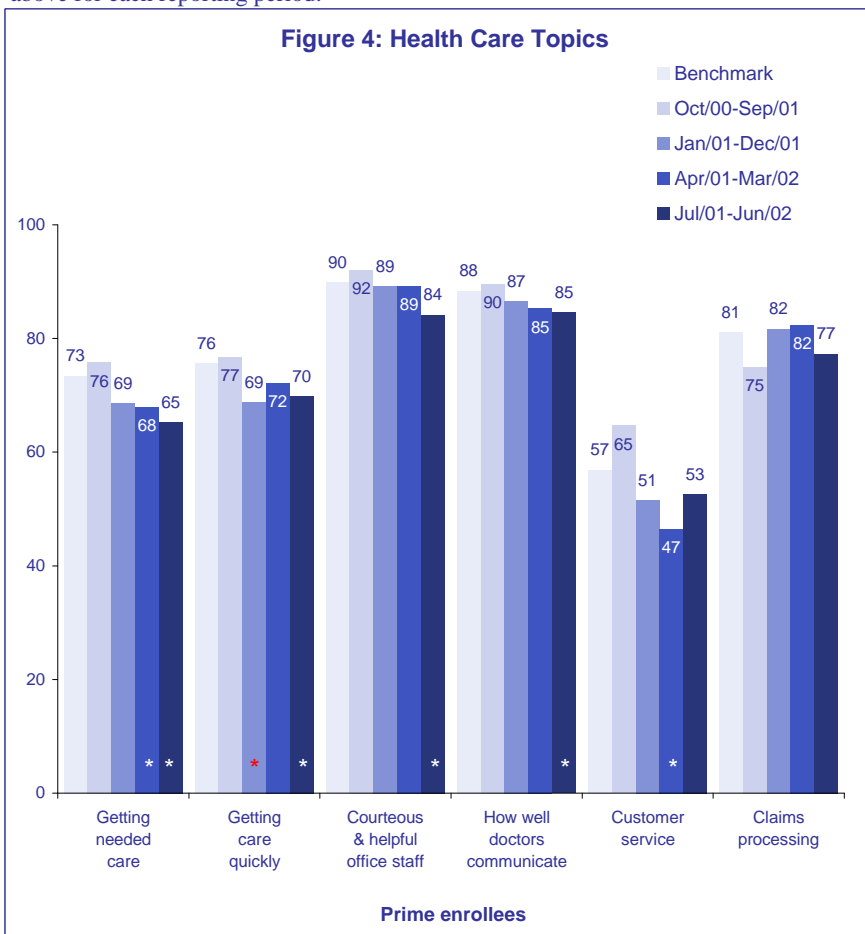
## Personal Provider

Prime enrollees who have a personal provider were asked to rate their personal provider from 0 to 10, where 0 is worst and 10 is best. Figure 3 shows the percentage who rated their doctor 8 or above for each reporting period.



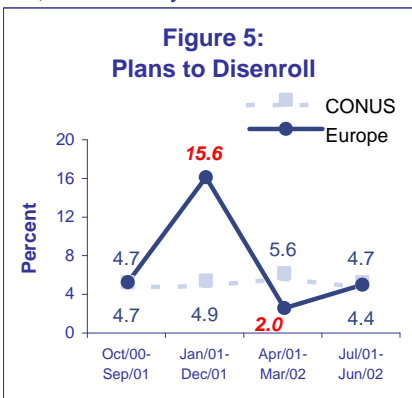
## Health Care Topics

Health Care Topics scores average together the results of related questions. Each score represents the percentage who "usually" or "always" got the treatment they wanted or had "no problem" getting the desired level of service for each reporting period. Scores significantly different from the benchmark ( $p < .05$ ) are shown by asterisks at the bottom of the bar.



### Plans to Disenroll

Enrollees were asked whether they plan to disenroll from Prime. Figure 5 shows the percentage of retirees and family members of active duty or retirees who plan to disenroll. Regional values differing significantly from CONUS ( $p < .05$ ) are shown by red italics.



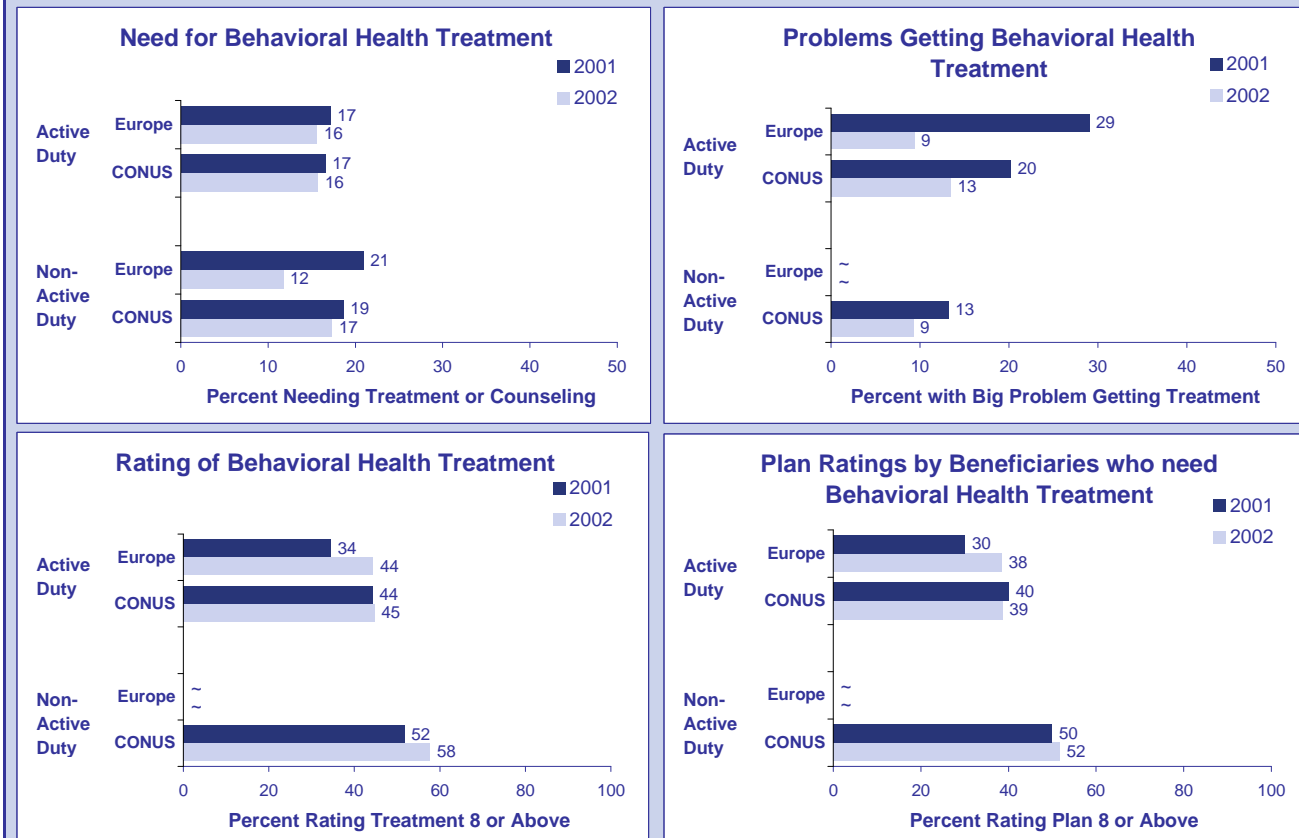
### Preventive Care

Type of Care	Oct/00 to Sep/01 Rate	Jan/01 to Dec/01 Rate	Apr/01 to Mar/02 Rate	Jul/01 to Jun/02 Rate	Healthy People 2010 Goal
Mammography (women $\geq 40$ )	~	79	~	71 (30)	70
Pap Smear (women $\geq 18$ )	<i>98</i>	<i>95</i>	<i>96</i>	<i>98</i> (169)	90
Hypertension Screen (adults)	<i>85</i>	<i>89</i>	<i>88</i>	<i>87</i> (397)	95
Prenatal Care (in 1st trimester)	~	~	~	~	90

The Preventive Care table shows Prime enrollees' rates for the most recent four quarters of data for the following types of care: mammography for women age 40 and over; pap smear for women age 18 and over; hypertension screening for all adults; and prenatal care in the first trimester for women currently pregnant or pregnant in the past year. Rates significantly different ( $p < .05$ ) from the Healthy People 2010 goal are shown by red italics.

### Special Report: Behavioral Health

The graphs below show how TRICARE users with the need for behavioral health treatment describe their experience with their health plan. The upper left hand graph shows the percentage of TRICARE users who needed behavioral health treatment. Other graphs show how many users report encountering big problems getting the behavioral health treatment they need, ratings of their behavioral health treatment, and overall health plan ratings. Responses from the most recent survey (administered in the 3rd quarter of 2002) are compared with results from the survey from the second quarter of 2001. Statistically significant ( $p < .05$ ) changes are shown by an asterisk.



~ Not shown due to small sample size.

<sup>1</sup> For more information on the HCSDB go to <http://www.tricare.osd.mil/survey/hcsurvey>

<sup>2</sup> For more information on CAHPS go to <http://www.ahcpr.gov/qual/>

<sup>3</sup> For more information on the NCBD go to <http://ncbd.cahps.org/>